



## OCTOBER 2017

This report contains statistical and operational data of activities at the Traffic Management Center(TMC) for the period Sunday October 1st to Tuesday October 31st.

# TRAFFIC MANAGEMENT CENTER

## Executive Summary

### TOTAL INCIDENTS

The total number of incidents during a given period. An incident is defined as any event on the roadway which affects or can affect normal traffic flow. (Excludes roadwork)

Previous Month	Current
September 2017	October 2017
<b>2619</b>	<b>3418</b>

### INCIDENTS WITH LANE BLOCKAGE

The total number of incidents which resulted in at least one blocked lane of travel. (Excludes roadwork)

Previous Month	Current
September 2017	October 2017
<b>269</b>	<b>272</b>

### MULTI-VEHICLE INCIDENTS

The total number of multi-vehicle incidents during this period. A multi-vehicle incident is defined as any type of collision between two or more vehicles on a roadway.

Previous Month	Current
September 2017	October 2017
<b>218</b>	<b>233</b>

### AVERAGE TIME TO CLEAR LANES

The average time for all lanes to be cleared for an incident. The time is calculated from the incident start time until all lanes are reopened. (Excludes roadwork)

Previous Month	Current
September 2017	October 2017
<b>62 MIN.</b>	<b>55 MIN.</b>

### SECONDARY INCIDENTS

A secondary incident is defined as a collision that occurs within the incident scene or within the queue resulting from the original incident.

Previous Month	Current
September 2017	October 2017
<b>8</b>	<b>15</b>

### TOTAL HIGHWAY HELPER INCIDENT RESPONSES

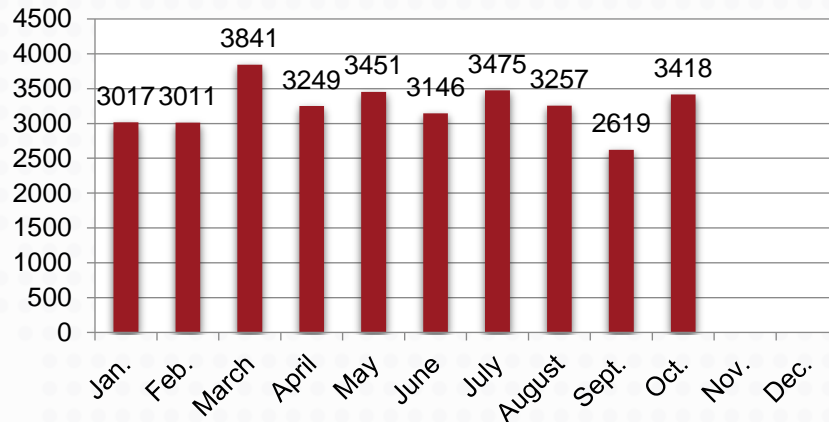
The total number of incidents Highway Helper responded to during the given period.

Previous Month	Current
September 2017	October 2017
<b>1206</b>	<b>1965</b>

## TRAFFIC MANAGEMENT CENTER INCIDENT RESPONSE DASHBOARD

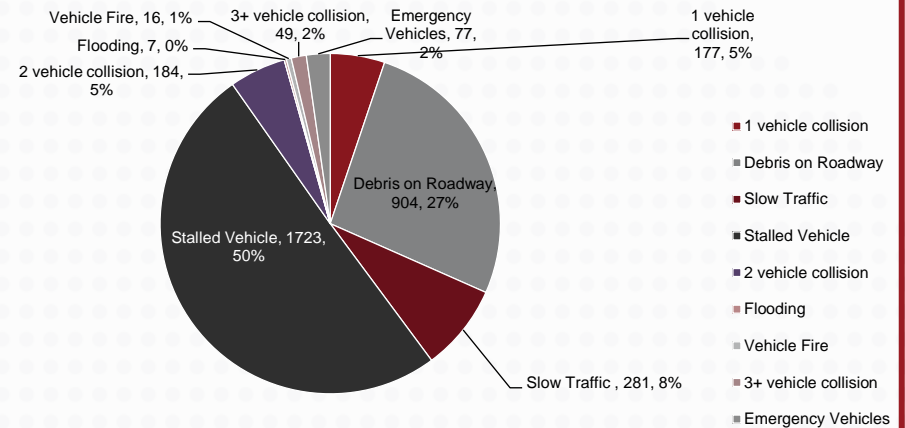
### TOTAL INCIDENTS MANAGED BY THE TMC

The total number of incidents during a given period. An incident is defined as any event on the roadway which affects or can affect normal traffic flow.

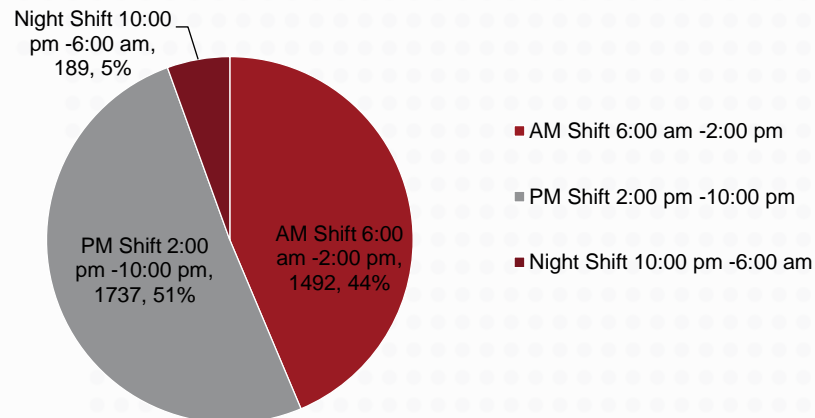


### INCIDENT TYPES (3418)

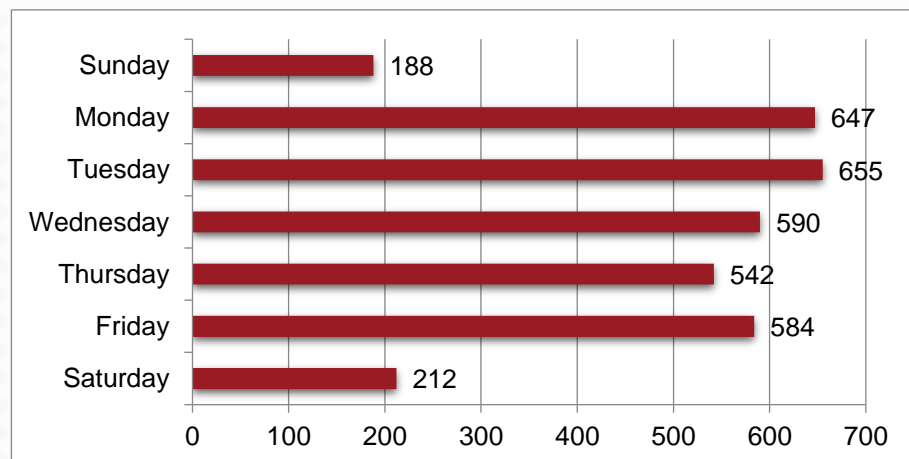
Represents the total amount of incidents categorized by Incident Type.



### INCIDENTS MANAGED BY SHIFT (3418)



### TOTAL INCIDENTS BY DAY OF THE WEEK (3418)



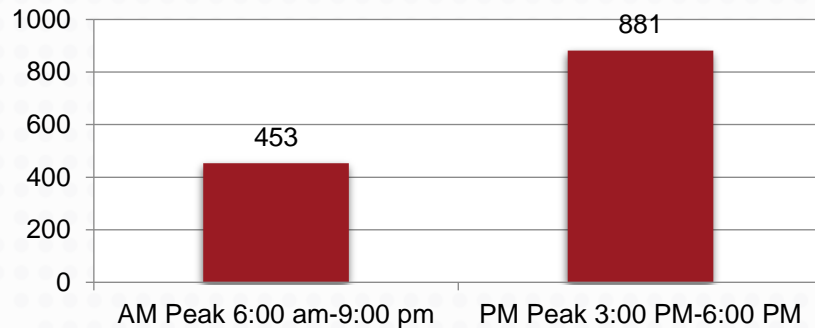
## TRAFFIC MANAGEMENT CENTER INCIDENT RESPONSE DASHBOARD

### INCIDENTS MANAGED DURING PEAK HOUR (1334)

(39% of Total Incidents)

Peak Hours is defined as:

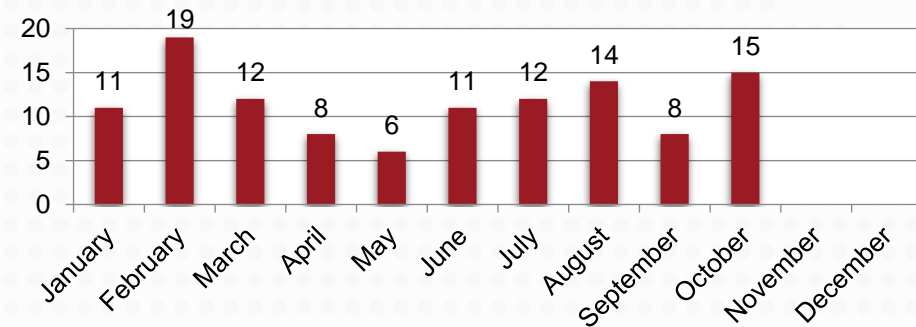
AM 6:00 am-9:00 am; PM 3:00 pm-6:00 pm



### SECONDARY INCIDENTS

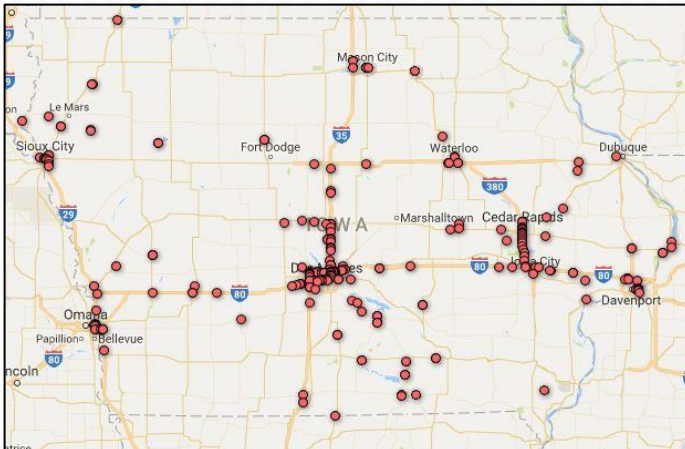
Secondary incidents can be more severe than the original incident, due to slow moving traffic or stopped queues on the roadway.

**Fifteen (15) incidents were classified as secondary.**



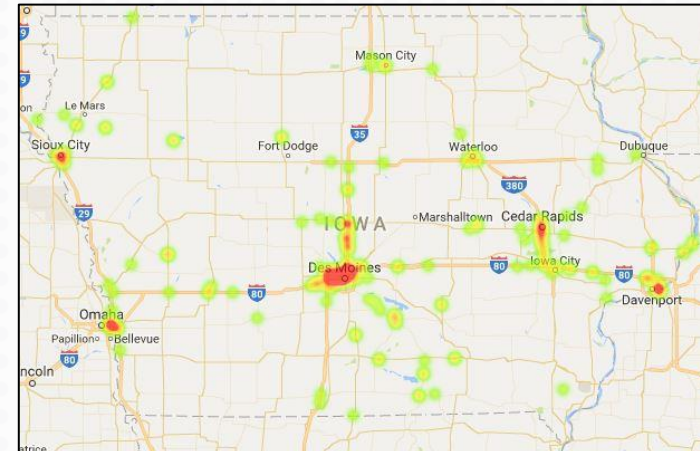
### INCIDENTS BY LOCATION (EACH INCIDENT REPRESENTED BY ●)

272 Lane blocking incidents only – (excludes road work)



### INCIDENT LOCATION DENSITY HEAT MAP

272 Lane blocking incidents only – (excludes road work)



## TRAFFIC MANAGEMENT CENTER INCIDENT RESPONSE DASHBOARD

### AVERAGE TIME TO CLEAR A LANE-BLOCKING INCIDENT (ALL ROUTES)

Calculated from the incident start time until all lanes are reopened.

*The Desired Trend is to decrease the time to clear incidents with increased Traffic Incident Management collaboration.*

#### "ROADWAY CLEARANCE TIME"

(All lanes are reopened)

**55 MIN.**

#### "EVENT" CLEARANCE TIME

(All responders have left the incident scene)

**67 MIN.**

### AVERAGE TIME TO CLEAR A LANE-BLOCKING INCIDENT (INTERSTATES ONLY)

Calculated from the incident start time until all lanes are reopened.

*The Desired Trend is to decrease the time to clear incidents with increased Traffic Incident Management collaboration.*

#### "ROADWAY CLEARANCE TIME"

(All lanes are reopened)

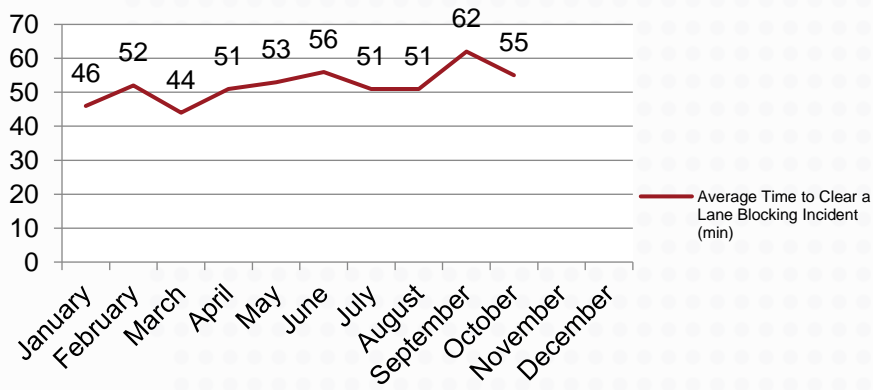
**44 MIN.**

#### "EVENT" CLEARANCE TIME

(All responders have left the incident scene)

**61 MIN.**

### AVERAGE TIME TO CLEAR A LANE-BLOCKING INCIDENT (ALL ROUTES)



### AVERAGE TIME TO CLEAR A LANE-BLOCKING INCIDENT (NON-INTERSTATE ROUTES)-IOWA NUMBERED STATES ROUTES, US HIGHWAYS

Calculated from the incident start time until all lanes are reopened.

*The Desired Trend is to decrease the time to clear incidents with increased Traffic Incident Management collaboration.*

#### "ROADWAY CLEARANCE TIME"

(All lanes are reopened)

**69 MIN.**

#### "EVENT" CLEARANCE TIME

(All responders have left the incident scene)

**74 MIN.**



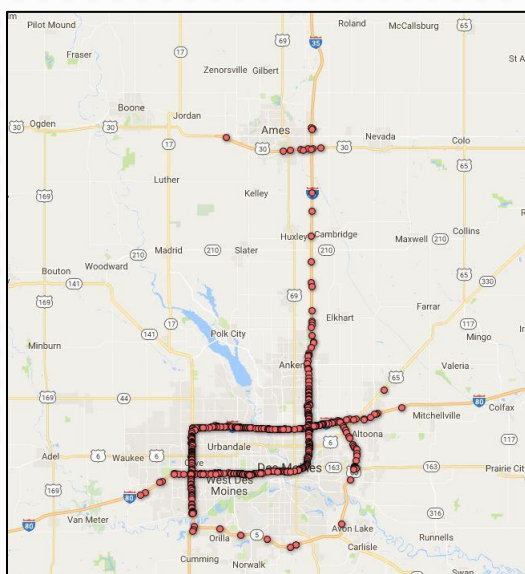
## TRAFFIC MANAGEMENT CENTER INCIDENT RESPONSE DASHBOARD

### HIGHWAY HELPER ASSIST BY LOCATION

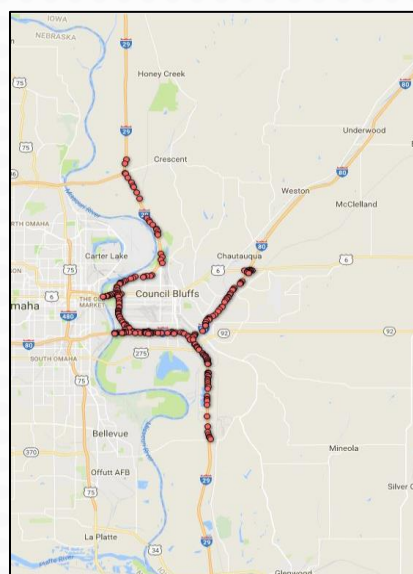
This represents the total amount of Highway Helper assists inputted into the ATMS system.

● = Highway helper detected incidents and response location.

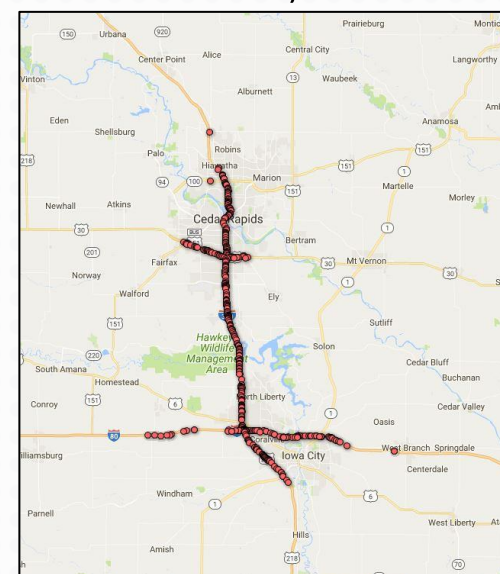
**DES MOINES**



**COUNCIL BLUFFS**

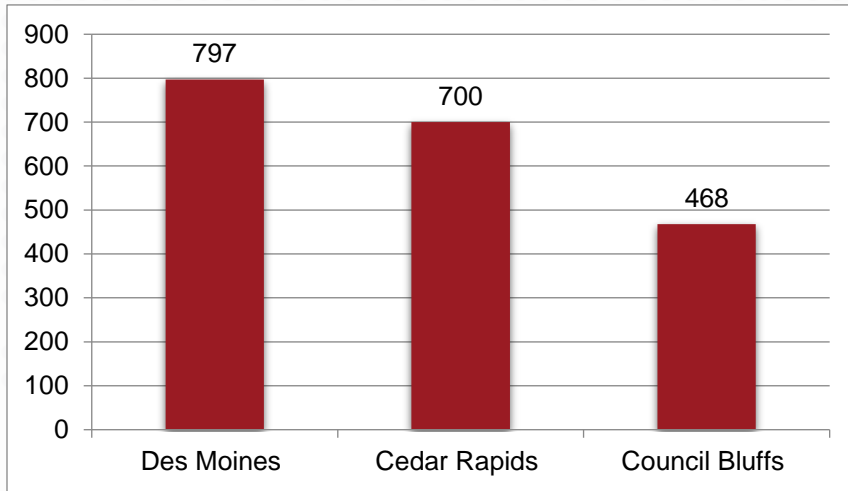


**CEDAR RAPIDS/IOWA CITY**

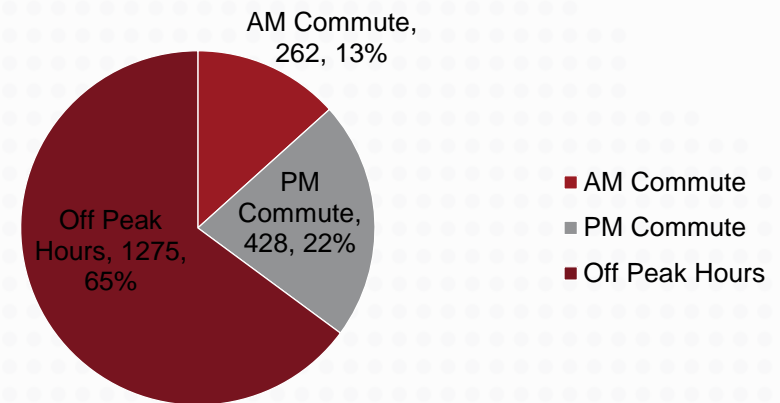


## TRAFFIC MANAGEMENT CENTER INCIDENT RESPONSE DASHBOARD

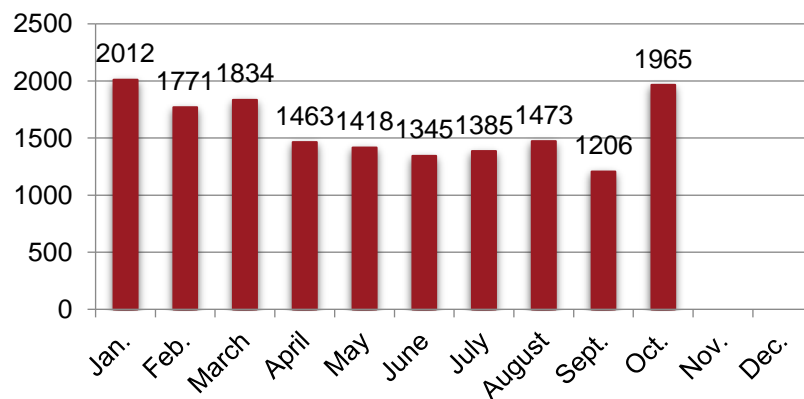
### MONTHLY INCIDENTS RESPONDED TO BY AREA



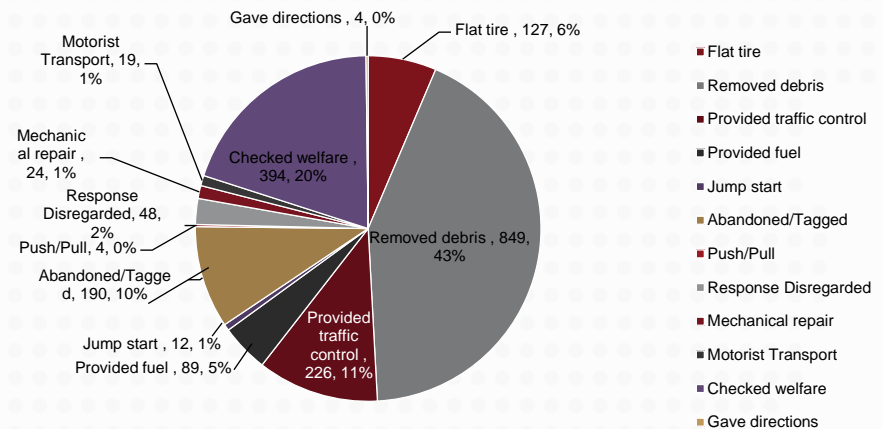
### INCIDENT RESPONSE BY TIME OF DAY



### TOTAL INCIDENTS RESPONDED TO BY HIGHWAY HELPER



### HIGHWAY HELPER INCIDENT RESPONSE TYPE



## TRAFFIC MANAGEMENT CENTER INCIDENT RESPONSE DASHBOARD

### TOTAL PHONE COMMUNICATIONS BY THE TRAFFIC MANAGEMENT CENTER

This number represents all calls outgoing and incoming into the Traffic Management center

**4224**

### TOTAL NUMBER OF EMERGENCY INCIDENT NOTIFICATIONS (EINS) DISTRIBUTED

(Statistic represents initial notification and doesn't represent updates.)

**530**

### TOTAL NUMBER OF 511 ENTRIES MADE BY THE TRAFFIC MANAGEMENT CENTER

This number represents all entries and updates to 511 events (Includes roadwork)

**1835**

### % OF INCIDENTS DETECTED BY TMC OPERATOR ON CCTV

(Desired Trend is to increase the amount of incidents located by operators through pro-active monitoring.)

**40%**

### OPERATIONS STAFF SUMMARY

TMC Employee	# of Events entered in ATMS (Includes Roadwork)	# of EINS Created	Averaged Hours worked per week
Erik Castelline	813	55	40
Sarah Waters	853	36	40
Donovan Helm	844	17	40
Robert Folden	316	7	40
Tyrone Larry	296	38	40
Pennylee Harris	876	68	40
Andrew Gunn	646	95	40
Tommy Howard	415	60	40
Nick Glenn	417	39	32
Sydney Link	920	67	40
McKenna Link	331	48	40
<b>TOTAL</b>	<b>6727</b>	<b>530</b>	

### ON-RAMP TICKETS CREATED BY TMC OPERATORS

TMC Employee	# of On-Ramp Tickets
Erik Castelline	1
Sarah Waters	14
Donovan Helm	1
McKenna Link	2
Tyrone Larry	13
Pennylee Harris	11
Andrew Gunn	30
Tommy Howard	0
Robert Folden	12
Sydney Link	0
Nick Glenn	17
<b>TOTAL:</b>	<b>101</b>

## TRAFFIC MANAGEMENT CENTER INCIDENT RESPONSE DASHBOARD

### OPERATOR TRAINING

#### On-going Training

- TMC Notification System
- Winter Weather Operations

#### On-boarding Process and New Hire Training

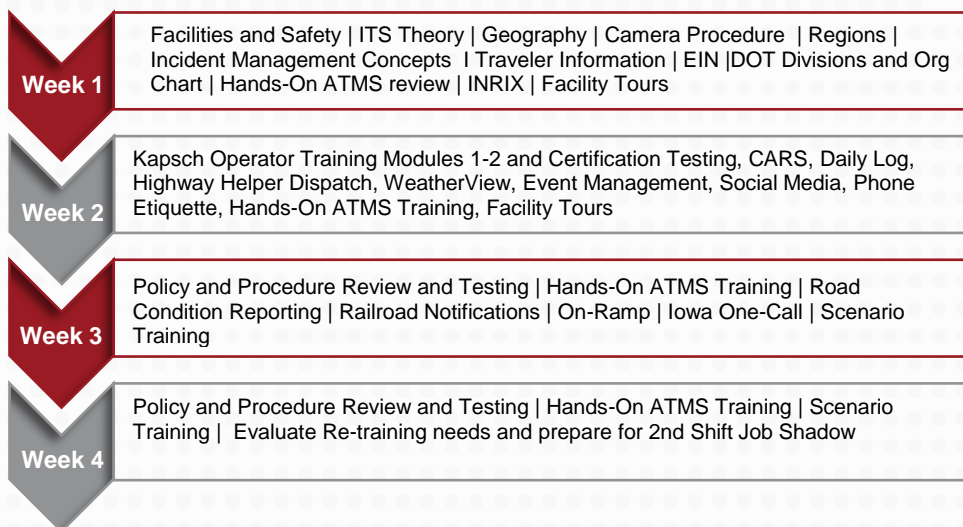
- On-boarding of Robert Folden

#### Staffing Update

The current staffing levels are:

- Operations/Project Manager
- Nine (9) Full Time Operators
- Two (2) Trainees

### Modified 4 Week On-Boarding



AM Operators (6:00 am-2:30 pm)
Sarah Waters Sydney Link Tommy Howard

PM Operators (2:00 pm-10:30 pm)
Erik Castelline Pennylee Harris Andrew Gunn

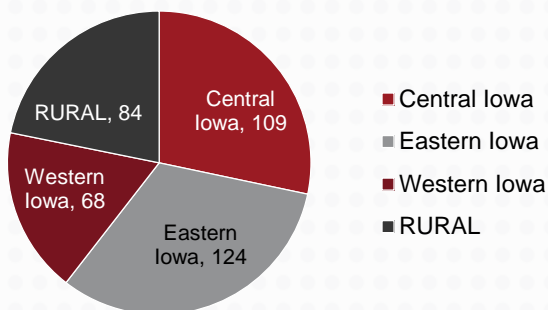
3rd Shift /Overnight (10:00 pm-6:30 am)
Donovan Helm Tyrone Larry Nick Glenn

Trainees
Robert Folden McKenna Link



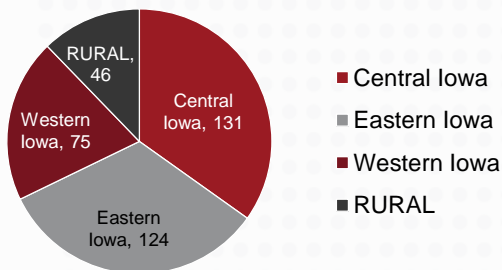
## TRAFFIC MANAGEMENT CENTER INCIDENT RESPONSE DASHBOARD

### ALL IOWA CAMERAS



Total Cameras: 385

### ALL IOWA SENSORS



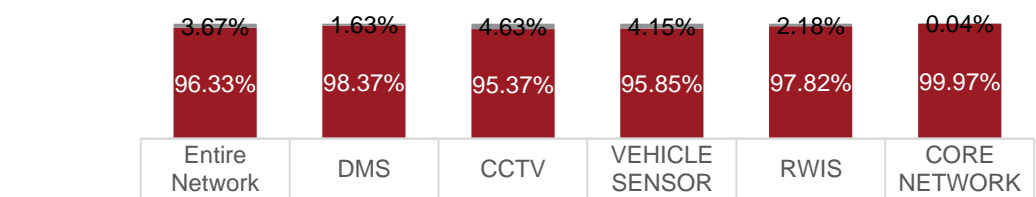
Total Sensors: 376

Year	Project	Description
1992-97	Initial Urban Area use of DMS	16 locations in Cedar Rapids, Des Moines and Quad Cities
2002	Iowa's 511 system Launched	
2003-05	I-235 Reconstruction-Des Moines	DMS, HAR, CCTV, and Detection. Highway Helpers
2005	First Statewide Deployment of DMS	13 locations
2006-08	I-80-Iowa City	DMS, HAR, CCTV, and Detection
2006-08	I-74-Bettendorf to Moline	DMS, HAR, CCTV, and Detection
2008	I-380 Extension	DMS, CCTV, and Detection
2008	TMC starts 24/7 Operations	
2009-11	Council Bluffs Reconstruction	DMS, HAR, CCTV, and Detection
2009-11	Sioux City Reconstruction	DMS, HAR, CCTV, and Detection
2012-13	I-380/US 20 Waterloo Reconstruction	DMS, CCTV, and Detection
2012	I-35/US 30 Ames	DMS, CCTV, and Detection
2012	I-380 Cedar Rapids	DMS, CCTV, and Detection
2012	I-80 Davenport	DMS, CCTV, and Detection
2012	Office of Traffic Operations Created	TSMO activities previously spread across organization in Research and Maintenance Offices
2013	I-80 Newton	DMS, CCTV, and Detection
2014-15	Fiber Construction from Ames to Des Moines to Iowa City to Cedar Rapids	Partnership with Iowa Communications Network (ICN)
2014	Statewide use of Probe Data	Data subscription service for link level travel speeds – supports enhanced monitoring of intercity corridors
2015	Highway Helpers Service-Council Bluffs and Cedar Rapids/Iowa City	Expansion of service from Des Moines area to other metro areas
2015	TMC Relocation from Ames to Ankeny	Relocation to a new, larger space in the MVD Building
2015	TSMO Strategic and Program Plans	
By 2022	Council Bluffs Interstate Reconstruction	New Color DMS, CCTV, RWIS, and Detection
By 2024	I-74 Mississippi River Bridge Replacement	Arterial DMS, CCTV, Fiber, and Detection

## TRAFFIC MANAGEMENT CENTER INCIDENT RESPONSE DASHBOARD

### Digital Traffic Systems Inc. – Monthly ITS Maintenance Overview

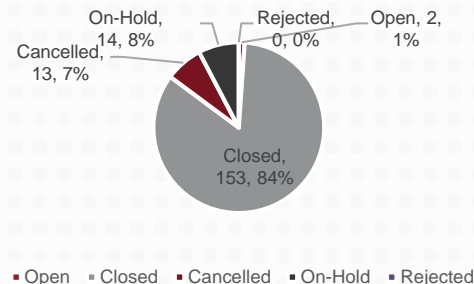


Device Type	Count (Active Sites)	Month Average Availability					
CCTV	363						
DMS – Overhead	75						
DMS – Portable	82						
DMS – Rest Area	34						
DMS – Sidemount	52						
Vehicle Sensors	303						
RWIS	71						
<b>Grand Total</b>	<b>980</b>						

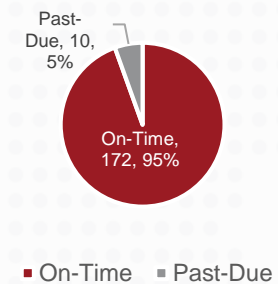
	Corrective Maintenance		Preventative Maintenance*	
Open	2	1.10%	1	0.66%
Closed	153	84.87%	144	94.74%
Cancelled	13	7.14%	7	4.61%
On-Hold	14	7.69%	0	0.00%
Rejected	0	0.00%	0	0.00%
<b>Totals</b>	<b>182</b>		<b>152</b>	

<b>Past-Due</b>	5.49%		2.04%	
<b>On-Time</b>	94.51%		97.96%	

#### Corrective Maintenance Ticket Status



#### Corrective Maintenance On-Time Performance



**Average availability:** Refers to the ability to communicate with a particular device.

**Corrective Maintenance:** Refers to when a device is not working properly and DTS is required to fix it,

**Preventative Maintenance:** is track to verify that DTS is meeting the requirements for scheduled maintenance.

\*This page was created by DTS Inc. If you have any questions regarding or would like the full ITS monthly report or any other issues related to the ITS network contact Jason Dale in the Office of Traffic Operations.

## TRAFFIC MANAGEMENT CENTER INCIDENT RESPONSE DASHBOARD

### TRAFFIC CRITICAL PROJECTS

Number of Active Traffic Critical Projects	Number of Traffic Critical Projects with Intelligent Work Zones or Traffic Incident Management
(Data Source <a href="https://sites.google.com/site/iowatcp/tcp-list">https://sites.google.com/site/iowatcp/tcp-list</a> )	(63% of Total Ongoing TC Projects) (Data Source <a href="https://sites.google.com/site/iowatcp/tcp-list">https://sites.google.com/site/iowatcp/tcp-list</a> )
<b>22</b>	<b>14</b>

### CONSTRUCTION AND MAINTENANCE

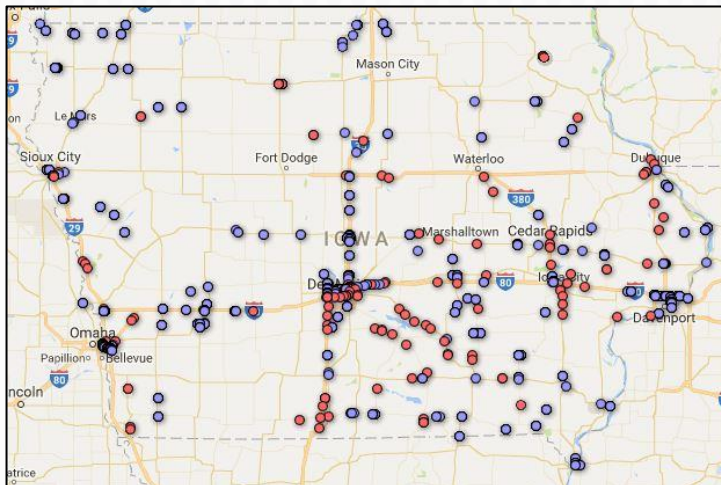
Number of Work Zones entered into the ATMS, (Includes all roadwork, short term maintenance and construction projects)
(Represents 49% of total events entered into the ATMS for September)
<b>3309</b>

### WORK ZONE CRASHES

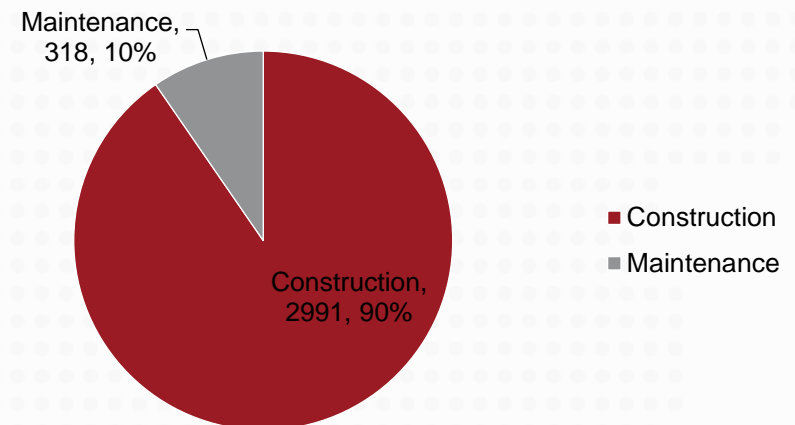
Number of Crashes in Work Zones
<b>7</b>

### LOCATIONS OF WORK ZONES ENTERED INTO THE ATMS

- Construction Work Zones entered by TMC (2991 of 3309)
- Maintenance Work Zones entered by TMC (318 of 3309)



### WORK ZONES BY TYPE ENTERED INTO THE ATMS





## TRAFFIC MANAGEMENT CENTER INCIDENT RESPONSE DASHBOARD

### Message Mondays

Message Monday is a safety initiative to increase public awareness of traffic deaths on Iowa's roadways. The message contains the aggregate number of traffic fatalities that have occurred since the start of the calendar year and a safety related message. **Iowa's goal is zero fatalities.**

#### October's Message Monday:

The Message Monday messages are displayed on 76 overhead DMS and 34 Rest Area DMS.

**Zero Fatalities®**  
A Goal We Can All Live With

OCTOBER 2

246  
TRAFFIC DEATHS  
THIS YEAR  
OLD TAYLOR CAN'T  
COME TO THE PHONE..  
SHE'S DRIVING

OCTOBER 9

259  
TRAFFIC DEATHS  
THIS YEAR  
PASS ON LEFT  
DRIVE ON RIGHT  
TEXT IN PARKING LOT

OCTOBER 16

262  
TRAFFIC DEATHS  
THIS YEAR  
PARENTS HOLD  
THE KEYS TO  
SAFE TEEN DRIVING

OCTOBER 23

270  
TRAFFIC DEATHS  
THIS YEAR  
DON'T THROW A FIT  
PACK A  
WINTER SURVIVAL KIT

OCTOBER 30

282  
TRAFFIC DEATHS  
THIS YEAR  
ONLY ZOMBIES  
TEXT OR TWEET  
FROM DRIVER'S SEAT

## TRAFFIC MANAGEMENT CENTER INCIDENT RESPONSE DASHBOARD



**Traveler Information**  
[www.511ia.org](http://www.511ia.org) or dial 511

**TRAVELER INFORMATION**

Traffic Management center activated **2,737** message boards in October 2017. (This number does not reflect Public Safety Announcements or TIS scheduled messages.)

Total number of calls to 511 in October 2017	Total Visits to 511 Traveler Information Website (Includes all versions of website)
<b>8,124</b>	<b>63,704</b>